

Best Practices for Cultural Diversity in the Workplace

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Objectives

- To identify best practices for managing and implementing cultural diversity in the Canadian workplace.

Research Questions

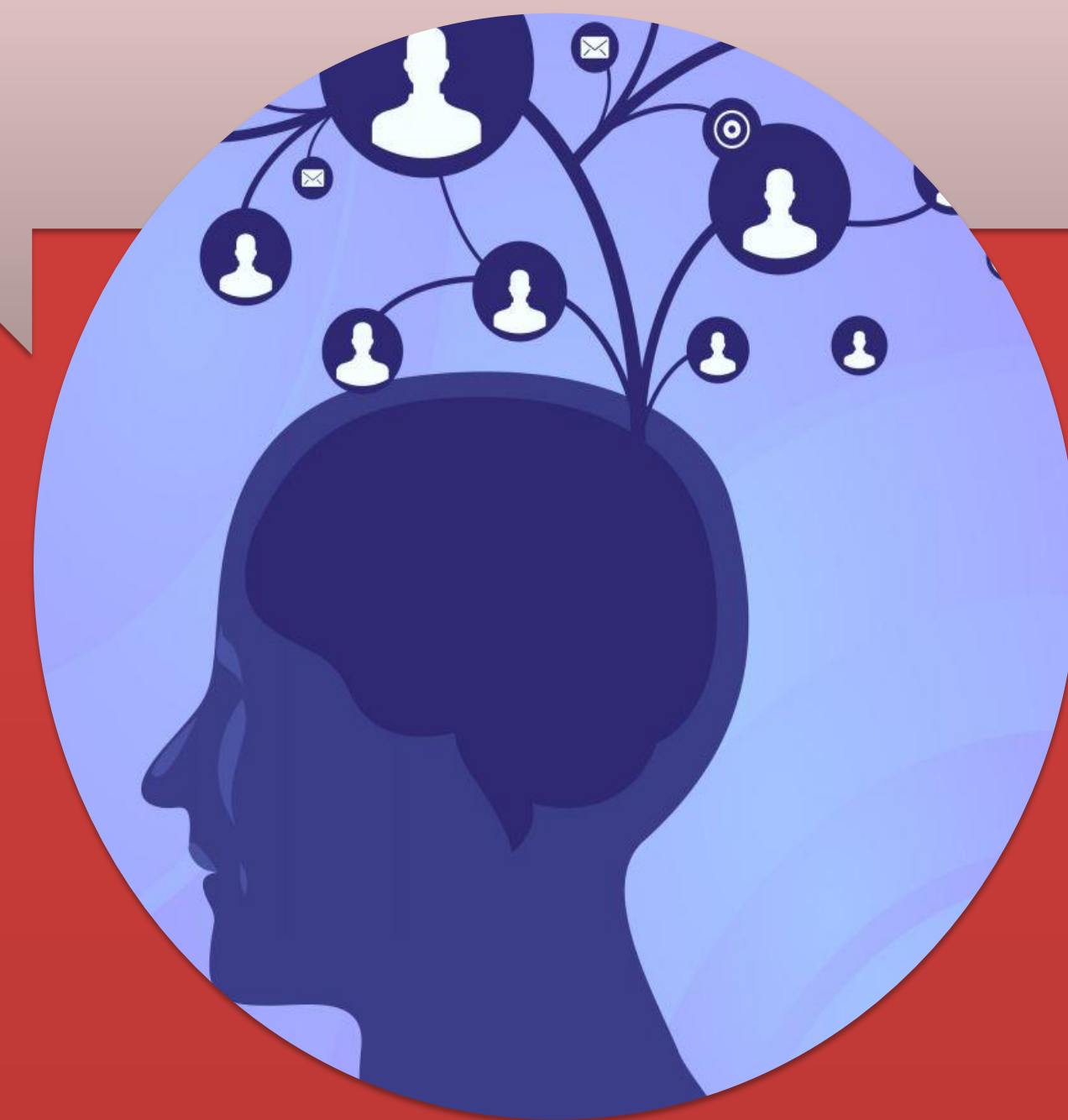
- Which practices are medium and large size businesses in Ontario implementing when managing their cultural diversity?
- What are the best practices for managing cultural diversity from the perspectives of employers, employees, HR personnel, and diversity trainers?

Methodology

- In-depth, semi-structured interviews
- Focus groups
- Roundtable with experts (2013)
- Content analysis of interviews and roundtable discussions
- Sample: HR personnel, employers, employees, and diversity trainers working in medium and large businesses in London, Waterloo, and Toronto (n= 133)

Best Practices

Individual level



1. Be open-minded, patient and understanding.
2. Learn colleagues' names and some phrases in their language.
3. Develop knowledge about team members' cultures.
4. Use intercultural communication tools to avoid conflict (e.g. "Something's Up" Cycle, Norquest College).

Group level



1. Conduct cultural awareness activities.
2. Organize continuous intercultural competency training.
3. Use common workplace language.
4. Educate employees about workplace rules, expectations & rights.
5. Hold town hall meetings to voice any concerns, problems, or opinions on workplace issues.

Organizational level



1. Have a policy of recruitment of diverse candidates.
2. Create diverse work/project teams.
3. Develop a standard operating procedure to resolve cultural conflict.
4. Conduct a diversity assessment.
5. Create Change Agents.
6. Convene a diversity and equity committee or work group.

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